# myPOS Go

user manual

mypos.com

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# Introduction

**Congratulations!**
Your new myPOS Go device is a revolutionary mobile terminal for accepting payments with credit, debit cards and mobile wallets, in store and on-the-go.

To start using your myPOS Go device, you need to open a free e-money account at mypos.com and then activate your myPOS Go device.

If you need more than one device for your business, you can purchase and activate additional myPOS terminals. The funds from all devices will be transferred to your myPOS account.

## Scope

This user guide contains detailed information about your myPOS Go device and instructions on how to accept credit and debit card payments. Below you can find a quick overview of the guide:

The Quick User Guide provides information about:

- Activation of your device
- Getting started - learn more about your device
- Manage your device - settings and update
- Accepting payments
- Warranty and return policy

The Quick User Guide does not include information about the technical specifications of the device. It is is provided separately in the myPOS Go Technical Specifications & Warranty document

## Related documentation

The latest version of this Quick User Guide can be found online on https://www.mypos.com/en-gb/troubleshooting/devices-additional-information.

# Activation

Every myPOS Go device has a unique serial number. During the activation, myPOS links the serial number of your myPOS Go device to your myPOS account. Once your new myPOS Go device is activated, every transaction accepted with it will be credited to your myPOS account.

You can link more than one myPOS device to one merchant account. In this case, the payments accepted with all myPOS terminals will be credited to the same myPOS account.

Your myPOS Go device needs to be activated before you can start using it.
To complete the activation process, the device must be connected to the Internet.

Follow these steps to activate your device:

1. Turn on the device

2. Choose device language

3. Connect the device to the Internet

If a SIM card is already inserted into your myPOS Go device, it will automatically connect to the Internet.

***Want to use your own SIM card?***

**Step 1:** Remove the back cover of the device by pressing down the button on top of the panel and remove the battery. You will see the SIM and SAM compartments.

**Step 2:** Insert your SIM card in the SIM card slot 1 (the front one) with the gold colored contact surface facing down.

- Make sure that the SIM card is inserted in SIM slot 1 (the front one).
- Your myPOS Go device works with the standard SIM card size. If you have a micro or nano SIM card, please use a SIM adapter.

**Step 3:** Enter your SIM PIN.

If the mobile network was not recognized, the myPOS Go device will display an error message and two options: to try again (**X**) or to manually enter the APN settings (**O**) of your mobile network.

Once it has connected to your mobile network, the myPOS Go will perform a test of the connection to the myPOS system.

If the test is successful, the activation screen will appear; If the connection test is unsuccessful, the myPOS Go screen will display an error message.

# Activation code

The activation procedure is a one-time process and requires an activation code generated by myPOS to be entered manually on your myPOS Go device.

If you do not have a myPOS account, please register one at mypos.com and follow the instructions.

If you have a myPOS account, please log into your account and go to menu Devices > Activate your device, then follow the steps:

**Step 1:** Enter the activation code on your myPOS Go device and press „ACTIVATE“. Your device must be connected to the Internet to complete the activation process.

**Step 2:** Upon successful activation, your myPOS Go device will restart automatically.

**Congratulations!** Your new myPOS Go device is now activated and ready to be used. You can find the new device listed in your myPOS account, under the “Devices” menu.

*Note! You can change the selected device language and connection type at any time through the Settings menu.*

Once your myPOS device is activated, it is permanently linked to your myPOS account. Even if the device is stolen or lost, any processed payment transaction will be credited to your account. In case your device is lost or stolen, please inform our Customer Support Centre immediately.

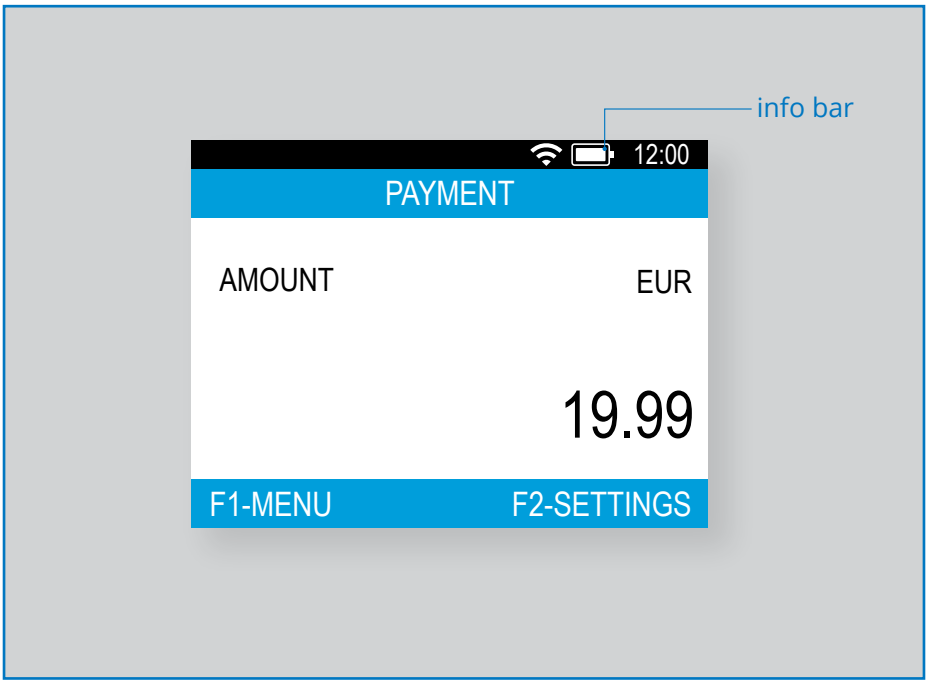
# Getting started

Learn more about your new device's hardware, assembly procedures, and how to get started.

## Learn about your device

1. Turn ON / OFF button
2. Magnetic strip card reader
3. USB Slot for recharge cable
4. Chip-card reader
5. Display
6. Physical keys
7. NFC Reader
8. Wireless charging

## Home screen



## Notifications

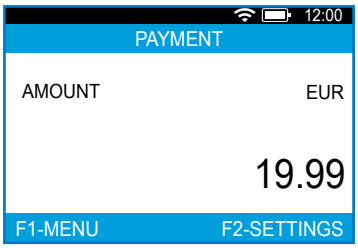
You will receive notifications about Configuration or System updates at the top of the screen. In case one appears press F2 and choose ‘Update software’.

# Accepting payments

## Payment transactions

Every time you switch your myPOS Go terminal on, it will automatically connect to the Internet and will display the home screen.

When you press any key (aside from F1 and F2), the terminal will go directly to the PAYMENT screen, ready for performing a Payments transaction. Making a PAYMENT transaction with your myPOS Go is easy and convenient. Please follow the steps described below.




**Step1:** Enter the amount of the transaction in the PAYMENT Screen. The amount must be entered without the decimal point. For example: for an amount of 5.00, enter 500 on the keyboard. When the PAYMENT screen display the correct amount, confirm by pressing the green key (O). If you need to correct the amount, please use the yellow key (<) to delete the last entry or the red key (X) to start the process from the beginning.

**Step2:** Ask your customer for his or her credit or debit card.

Your myPOS Go device supports payments with magnetic stripe, CHIP & PIN and contactless.

## Smart card

If the card has a CHIP, insert the card in the bottom reader with the CHIP facing towards the keyboard.

When your myPOS Go successfully reads the card, the screen will flash Green.

If the card is not recognized, the screen will flash Red. Please check if the card is inserted properly in the reader, remove it and try again. If the problem persists, please ask your customer for another card.

CHIP cards usually require a PIN code in order to confirm a transaction. If a PIN code is required for a card, your myPOS Go terminal will display the ENTER PIN screen. Please hand the terminal to the customer and ask him or her to enter his or her PIN code securely and to press the green key (O) when ready.

If the card supports PIN (personal identification number) check, the terminal will process the PIN code and will display PIN OK if the correct PIN code has been entered by your customer.

The myPOS Go device will initiate the transaction authorization process by communicating with myPOS. The Processing screen will indicate that the procedure is not completed.

If the transaction is approved by the issuer, the confirmation message “TRANSACTION IS APPROVED” will be displayed. At this point, you can remove the card from the reader and return it to the customer.

# Magnetic stripe card

If your customer's card only has a mag stripe on it, please follow the procedure below after you enter and confirm the amount of the transaction.

Magnetic stripe cards are swiped with the magnetic stripe facing up through the reader located at the top side of the myPOS Go device.

Make sure that the card is inserted properly and the bottom of the card runs firmly and at even speed. The speed of swiping the card must not be too slow, as this can sometimes cause problems.

If a CHIP card is swiped as a magnetic one, the terminal will display the following screen.

# Contactless card

The contactless (NFC) technology is gaining popularity and it is very likely that many of your customers will hand you such cards. Your myPOS Go device can accept two types of contactless cards - PayPass and payWave, issued by Mastercard and VISA respectively.

Contactless cards always need to have the following logo printed on it.

If your customer's card has a PayPass or payWave logo on it, please follow the procedure below after you enter and confirm the amount of the transaction.

Hold the card (or smartphone) approx. 3cm above the display of your myPOS Go. When the secure contactless reader recognizes the card, the four-color indicators will flash, showing that the card is being processed. If the card is successfully read, all four indicators will be on. The process takes one second and after you hear a beep, you can remove the card.

If the card requires a PIN code to be entered, please hand the terminal to the customer and ask him or her to enter his or her PIN code.

Send an e-receipt to the customer for the approved PAYMENT transaction via SMS or e-mail by choosing the preferred option from the Receipt menu.

If the customer wants to receive an e-receipt from myPOS via SMS, press (**1**) and enter the mobile phone number of the customer on the screen. IMPORTANT: Always enter the phone number with the country code. If the customer wants to receive an e-receipt from myPOS in his or her e-mail box, press (**2**) and enter the e-mail address of the customer. If the customer does not want to receive any receipt for this transaction, press (**3** - No Receipt).

***IMPORTANT:*** *It is always a good practice to send an SMS e-receipt in order to resolve any possible issues with the customer.*

# Mobile Top-up

If your customer wants to load an amount within a stored value card, you should follow these steps:

**Step 1:** From the home screen, press (**F1**) from the keyboard in order to enter the Transaction type menu. Select MOBILE TOPUP by pressing (**2**) and confirm with the green key (**O**). The myPOS Go terminal will display the MOBILE TOP-UP screen

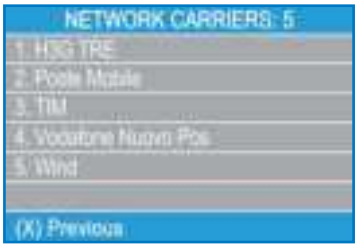
**Step 2:** Enter the mobile number with the country code and confirm with the green key (**O**).

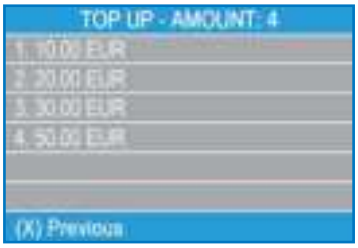
**Step 3:** Select your customer's carrier – service provided by 779+ operators

**Step 4:** Enter an amount to top-up. Depending on the carrier you should select from a predefined list or enter an amount of your client's choice within a suggested range

**Step 5:** Review all entered details and confirm the green key (**O**).

**Step 6:** The myPOS Go device will request an email to send the merchant's copy of the receipt for the approved PAYMENT transaction.



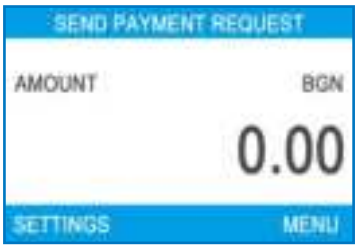



# Send payment request

If you want to send a payment link to your customer due to his or her absence during the payment, you can send a payment request through the website, the mobile app or via the terminal. To send a payment request via the device, you should follow these steps:

**Step 1:** From the home screen, press (**F1**) from the keyboard in order to enter the Transaction type menu. Select SEND PAYMENT REQUEST by pressing key (**3**) and confirm with the green key (**O**). The myPOS Go terminal will display the SEND PAYMENT REQUEST screen.

**Step 2:** Enter the amount of the request and confirm with the green key (**O**).



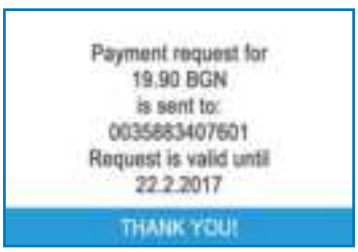

**Step 3:** Enter the customer's mobile number with the country code and confirm with the green key (**O ENTER**).

**Step 4:** Enter period in days, after which the Payment request will expire. The period should be between 1 - 120 days. Confirm with the green key (**O ENTER**).

**Step 5:** Enter recipient's name using the device keyboard and confirm with the green key (**O ENTER**).

**Step 6:** Enter reason for payment using the device keyboard and confirm with the green key (**O ENTER**). The payment request is successfully sent.

**Step 7:** Information about the Top-Up operation is displayed. Pres any key to continue.



# Refund transactions

A refund transaction is used in order to issue a refund (credit) to the customer. When you refund a card transaction, the amount of the refund is returned to the customer's card account and your myPOS account is debited with the corresponding amount.

**Before making a refund**

- Never make a refund unless there has been an original purchase with the card. If you do, the service provider may block your myPOS Go terminal and withdraw your card processing facility.
- Check that your customer has handed you the card used for the original transaction – the last four digits have to match those on the e-receipt. If they do not, ask for the original card.
- Never give a cash or cheque refund for a card transaction – scammers often try to obtain cash that way by requesting a cash refund and then issuing a chargeback for their card transaction, costing you money.
- Never refund more than the original transaction amount.

**Step 1:** From the home screen, press (**F1**) in order to enter the Transaction type menu. Select REFUND by pressing (**4**) and confirm with the green key (**O**). The myPOS Go terminal will display the REFUND screen.

**Step 2:** Type in the amount of the refund transaction and press the green key (**O**) to confirm. Present the customer card to the terminal either via the Magnetic Stripe, Chip or contactless reader.

**Step 3:** Ask your customer to Enter PIN code where required.

# Last transaction void

**Step 1:** From the home screen, press (**F1**) in order to enter the Transaction type menu. Select Last Transaction Void by pressing (**5**) and confirm with the green (**O**). The myPOS Go terminal will display the Last Transaction void screen showing the amount of your last transaction.

**Step 2:** Confirm by pressing the green button (**O**).

**Step 3:** Ask your customer to Enter PIN code where required.

If there is no previous successfully processed transaction or it has been voided, the myPOS Go terminal will display an error message "No transaction found".

If the transaction is declined with a "Transaction is not permitted" message, then take into account that this type of transaction is forbidden for the particular myPOS Go device.

# Manage your device

For your convenience all functions of the myPOS Go are divided into two groups – TRANSACTIONS (**F1**) and SETTINGS (**F2**). From the home screen (any other screen by pressing red key (**X**) first) you can select the TRANSACTION menu by pressing (**F1**) key or you can select the SETTINGS menu by pressing (**F2**) key.

## F1 – Transactions menu

TRANSACTION menu is organized in two screens with the following options:

**TRANSACTION MENU 1** shows the list of supported types of payment transactions on your myPOS Go device:

1. PAYMENT
2. MOBILE TOP-UP
3. SEND PAYMENT REQUEST
4. REFUND
5. LAST TRANSACTION VOID
6. GIFTCARDS

Please refer to section “Accepting Payment” for a detailed description of each transaction.

The default transaction type for your myPOS Go is Payment.

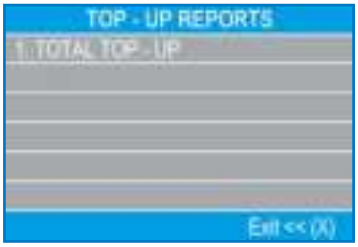
You cannot change the transaction type during an operation. If you make a mistake, use (**X**) to cancel the operation.

**TRANSACTION MENU 2** shows the list of operations and functions related to payment transactions:

1. RECONCILIATION REPORTS
This function shows reconciliation statements (Reports) of all processed transactions. By pressing (**1**) on the keyboard you can select report for Totals and to visualize summary of all transactions processed for the current period. Current period includes transactions from the last date (time) you have cleared the report (reset the totals). In order to start a new period, you should press the green button (**O**).

2. TOP-UP REPORTS
This function shows reconciliation statements (Reports) of all processed Top-ups. By pressing (**2**) on the keyboard you can select to view a report of all processed top-up transactions.

3. GIFTCARD REPORTS
This function shows reports for all myPOS Private Label GiftCards payments. By pressing (**3**) on the keyboard you can select to view a report for all GifCard transactions.



# F2 – settings menu

SETTINGS menu is organized in two screens with the following options:

**SETTINGS MENU 1** shows the list of supported settings for your myPOS Go device:

**1. Change Language**
You can change the language of the menus and messages on your myPOS Go terminal. The myPOS Go will display a list of all available languages.

**2. Keyboard sound ON/OFF**
You can turn the sound made by the myPOS Go when a key is pressed on or off.

**3. Change Connection type**
From this option, you can change the chosen network connection.

**4. Connection check**
Use this option to check if your myPOS Go device is properly connected to internet and test the communication with myPOS system.

**5. Check for update**
From time to time the software running on your myPOS Go will receive a newer version. You can check for software updates at any time by selecting this option. If there is a new software version, the device will display the new version, how many files will be downloaded and their size. You can confirm and start the update procedure or cancel it and update the device later.

**6. Transactions config**
From this menu, you can switch tipping mode, multi-operator mode and Reference number on or off. Tipping mode lets your clients add a tip to their card purchase. Multi-operator makes it possible to allocate tips to individual staff. If enabled, each employee is assigned a personal code that should be typed prior to each transaction. You can check the total amounts processed by the operator at any time, alongside tips per operator. Reference number option enables the inclusion of an additional screen on your device's payment process for invoice number, product id, reservation id or any other reference you find useful. The reference number will be displayed on the receipt and in the details of that transactions in your myPOS account.

**SETTINGS MENU 2** shows the second list of supported settings for your myPOS Go device:

**1. About**
By pressing (1) on the keyboard you can find more information about your Terminal such as terminal ID (TID), name, software and firmware version and last transaction STAN.

**2. Reset device**
Use this option with caution and only if you want to reset your myPOS Go. The myPOS Go will display a screen where you need to enter a deactivation code. The code can be generated when you log into mypos.com menu Devices > All Devices, choose a specific device > Settings > Reset.

Please, take into account that this will restore your device settings to the default ones and your myPOS Go will no longer be attached to your myPOS e-money account. If you want to continue accepting payments, you will need to activate the device again.

**3. Pair device**
This option allows the device to connect to another external device and to switch work regime from 'Stand Alone' mode to 'Cash Register' mode via a Pair code. It is best suited for Cash registers or Taxi companies where the entry point of due payment amount and card acceptance/PIN entry may not be on the same device.

**4. Sleep configuration**
This option is available only if your myPOS device is using SIM card connection. Use this option to change the default settings of the Sleep mode of your device. Sleep mode is switched off by default.

**SETTINGS MENU 3** shows the third list of supported settings for your myPOS Go device:

**6. Send log**
Send device log to myPOS Server. This may be requested by our Customer support when troubleshooting and if needed.

# Warranty and return policy

***Important:*** *The product, including myPOS Go device and myPOS Business Card ("the product") is not covered by Consumer law, including EC Directives on Consumer Protection and Distance selling Directives. This product is not designated to consumers, meaning any natural person who is acting for purposes, which are outside his trade, business, craft or profession. This product represents financial services and is designated only for accepting of payments for services or goods offered by natural or legal persons with a legal business activity, acting as professionals, sole traders, traders, merchants, self-employed or otherwise selling goods or services.*

## Replacement of myPOS package with defect

- Client must not open the POS terminal device and must not try to repair the defect by himself/herself. This will be deemed as a defect caused by Client and the service provider will not be liable for its obligations under the Return Policy.
- You have the right to return the full myPOS package within 60 days from the date of receipt.
- Some Distributors may provide post-sale customer support and may be able to take back the defect Terminal. Please contact first your Distributor or Agent and check for post-sale customer support and if there is not such, please proceed as instructed by this Return Policy.
- The guarantee does not cover any cables, accessories, plugs, or power supply units or other items, different from the Terminals and myPOS Business Card in myPOS Package.

Please read the full text of the Return Policy available at mypos.com/legal prior to registration for the service and activation of the myPOS Package.

## Important: disposal

You are not allowed to dispose of the myPOS Go device, including its battery, cables or other components with the general household waste. If your myPOS Go is not functioning, you have to send it for repair by following the Return policy available at mypos.com/legal.

# For more information

For full list of available documentation, please visit:
https://www.mypos.com/en-gb/troubleshooting/devices-additional-information